

# CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D201) MODEL REQUEST WORKFLOW SYSTEM SUPPORT FOR THE AERONAUTICS SYSTEMS ENGINEERING BRANCH(ASEB)

<b>TA No:</b>	RBL002-Rev7		
<b>Task Area Monitor:</b>		<b>Alternate Task Area Monitor:</b>	None
<b>NASA POC:</b>	None	<b>Software Control Class:</b>	Low Control
<b>Type of Task:</b>	Recurring Task		

## 2. BACKGROUND

The Aeronautics Systems Engineering Branch (ASEB) is responsible for the design and fabrication of many of the models that are tested in the various wind tunnels at NASA Langley Research Center (LaRC). Model build requests come in from various customers and the Branch either performs the work in-house or sends it out on contract. Because these model requests do originate with the Branch, it oversees the fabrication process as well to ensure that the model is properly delivered to the customer. The Model Request System (MRS) is currently being used to accept new work requests and track the work from inception to completion.

## 3. OBJECTIVE

The primary objective of this task is to maintain and provide enhancements to the Model Request System.

A secondary objective of the task is to provide detailed project management and scheduling support for other projects that are currently taking place within the Branch.

## 4. GENERAL IT SUPPORT SERVICES

### General IT Support Services Performance Metrics

Performance Standard: The systems and applications to which these services apply are operated efficiently and with minimal disruption in capability due to malfunctions. Upon failure, they are repaired to minimize the disruption of capability. The integrity and security of data is maintained.

### Performance Metrics:

Exceeds: "Meets" and: significant improvement in efficiency is noted; or a successful and rapid recovery from a malfunction or disaster has been accomplished; or the degradation of capability due to malfunctions has

been significantly mitigated by system administrator actions.

Meets: Daily tuning of systems is performed. Response to problems during business hours and within 2 hours of notification. Trouble reporting system is kept current and daily follow-up of problem resolution is carried out. TAM is kept informed.

Fails: Any of the requirements of this subsection are not satisfied.

Performance Standard: Each application release meets requirements and is installed as scheduled

Performance Metrics:

Exceeds: A fully functional release is installed in production prior to its scheduled delivery date and it meets version requirements. No anomalies attributed to the release are found following implementation into production.

Meets: A fully functional release is installed in production on its scheduled delivery date and it meets version requirements. No anomalies attributed to the release are found following implementation into production.

Fails: A fully functional release is installed in production after its scheduled delivery date or the installation does not meet version requirements or anomalies attributed to the release are found following implementation into production.

Performance Standard: Performance Standard: The databases and systems to which these services apply operate efficiently and with minimal disruption in capability due to malfunctions.

Performance Metrics:

Exceeds: Successful and rapid recovery from a malfunction or disaster has been accomplished and completed within three hours of malfunction. Degradation of capability due to malfunctions has been significantly mitigated by system and database administrator actions. All data is restored and is available to customer.

Meets: Successful and rapid recovery from a malfunction or disaster has been accomplished and completed within 6 hours of malfunction. Degradation of capability due to malfunctions has been mitigated by system and database administrator actions. Ninety-five percent of data is restored and available to customer.

Fails: Successful and rapid recovery from a malfunction or disaster has been accomplished and completed with ten hours of malfunction. Degradation of capability due to malfunctions has not been significantly mitigated by system and database administrator actions. No data is restored and available to customer.

Performance Standard: Assigned activities are accomplished satisfactorily and within the pre-determined schedule.

Performance Metrics:

Exceeds: All assigned activities are accomplished satisfactorily on or ahead of the pre-determined schedule. Suggestions are made and acted on that lead to advancements towards the goals of the projects.

- Meets: Any deficiencies or slippage in one or more activities are offset by improvements or gains in other activities.
- Fails: Deficiencies or slippage in assigned activities have had a detrimental effect on the objectives of the project.

## **5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES**

None required.

## **6. WORK-AREA SPECIFIC SERVICES**

Work Area Title: MRS Maintenance and Enhancements

LaRC Manager:

Work Area Description: Support the maintenance of the existing MRS and identify and implement system enhancements

Work Area Requirements: -- Maintain MRS application and related databases by performing updates, trouble shooting problems and correcting problems

- Monitor the application for anomalies and respond to customer trouble reports.
- Collaborate with the end users to identify enhancements
- Document all requested enhancements and work with the LaRC Manager to prioritize and implement the requested enhancements.
- When enhancements are implemented, manage the testing of the application both internally (within the ConITS team) and externally (customer acceptance testing).
- Promote customer understanding of the application through documentation and training.

Work Area Title: ASEB Project Management and Scheduling Support

LaRC Manager: Mark Hutchinson

Work Area Description: Provide project management and scheduling support for the ASEB activities and resources required to perform model builds. Furthermore the contractor may be requested to provide project management and scheduling support for individual projects undertaken by the Branch.

Work Area Requirements: The Contractor shall provide schedules that work to achieve the following objectives:

- Capture and document resource utilization and work flow
- Ensure that the development team and customer will know how a project is progressing and when it will be finished
- Analyze resource utilization and report trends to Management
- Provide risk identification and assessment

## **7. Exhibit A**

None required.

## **8. SPECIAL SECURITY REQUIREMENTS**

None required.

## **9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

Software engineering tools shall be used to ensure the task is on track and within budget. The customer shall be notified if any cost or schedule slip is expected.

## **10. JOINT REVIEW SCHEDULE**

Review meetings will be scheduled between the contractor and the customer at the customer's request.

## **11. PERIOD OF PERFORMANCE**

This TA is effective from 02/01/02 to 04/27/10

## **12. TECHNICAL PERFORMANCE RATING**

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 75%    Timeliness: 25%

## **13. RESPONSE REQUIREMENTS**

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

## **14. GOVERNMENT ESTIMATED COST**

## **15. FUNDING INFORMATION**

Funding has not been entered for this TA.

## **16. MILESTONES**

None required.

## **17. DELIVERABLES**

Number	Deliverable Item	Deliverable Schedule
1	Weekly design and fabrication models status report.	Delivered each Monday (prior to the models issues meeting)
2	Implement MRS enhancements	When identified and agreed upon, according to

		agreed upon schedule with government
3	MRS Documentation and/or Training	As needed to accommodate changes in the application
4	Provide general maintenance support to existing MRS	As needed

## 18. FILE ATTACHMENTS

None.